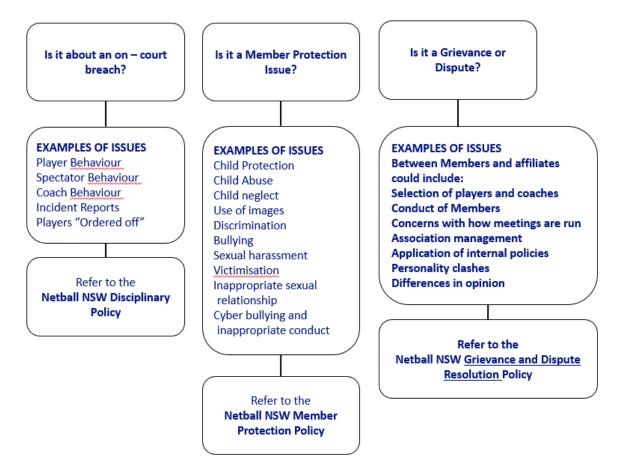


Grievance and Dispute Resolution

What type of complaint are you dealing with?



Non-Negotiables when dealing with a complaint

- Use respectful & effective communication.
- Maintain confidentiality.
- Act within the spirit of the game.
- Abide by NNSW policy frameworks. Netball NSW Grievance and Dispute Policy
- Address minor issues immediately so they do not escalate.

Netball NSW 1



Important things to consider

RELATIONSHIPS				
How can we deliver a message <u>and</u> preserve an on-going relationship?		Who needs to be in the room for these conversations? How do we maintain impartiality?		Are there wellbeing concerns that need to be addressed? Could Sports Chaplaincy Australia be engaged to assist?
CHALLENGES & CONCERNS				
What are the challenges / what are we concerned about?		How can we communicate respectfully and transparently about the challenge for the club / association?		If things continue the way they are currently, what do we think might happen?
What is the best outcome for our members / club / association as a whole?		OUTCOMES How can we achieve this so all parties can move forward collectively?		Does this grievance and/or dispute raise a bigger issue that needs to be addressed?

The Process

- Discuss the issues and try and resolve the problem directly.
- Invite all parties to have a support person present.
- Clearly communicate expectations around behaviour.
- Provide all parties with an opportunity to be heard.
- Outline that this not a formal process it is an opportunity to work together to reach a mutually beneficial outcome.

Proactive Steps

- Ensure Association policies are up to date and available for all.
- Outline how issues will be managed.
- Create positive relationships with team contacts or managers.
- Use team contacts or managers to influence and manage their people.
- Regularly communicate the NNSW Codes of Behaviour policy.
- Address minor issues immediately so they do not escalate.

Netball NSW 2



Further Resources

Link to Netball NSW Policies

Netball NSW Policy & Member Protection Support

policy@netballnsw.com 02 9951 5000

Play By The Rules

Complaints Handling – Meeting with the Parties https://www.playbytherules.net.au/complaints-handling/meeting-with-the-parties

Community Justice Centres

https://www.cjc.justice.nsw.gov.au/

Office of Sport

Complaints and Grievances

https://www.sport.nsw.gov.au/running-your-club/safe-and-fair-clubs/complaints-and-grievances

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